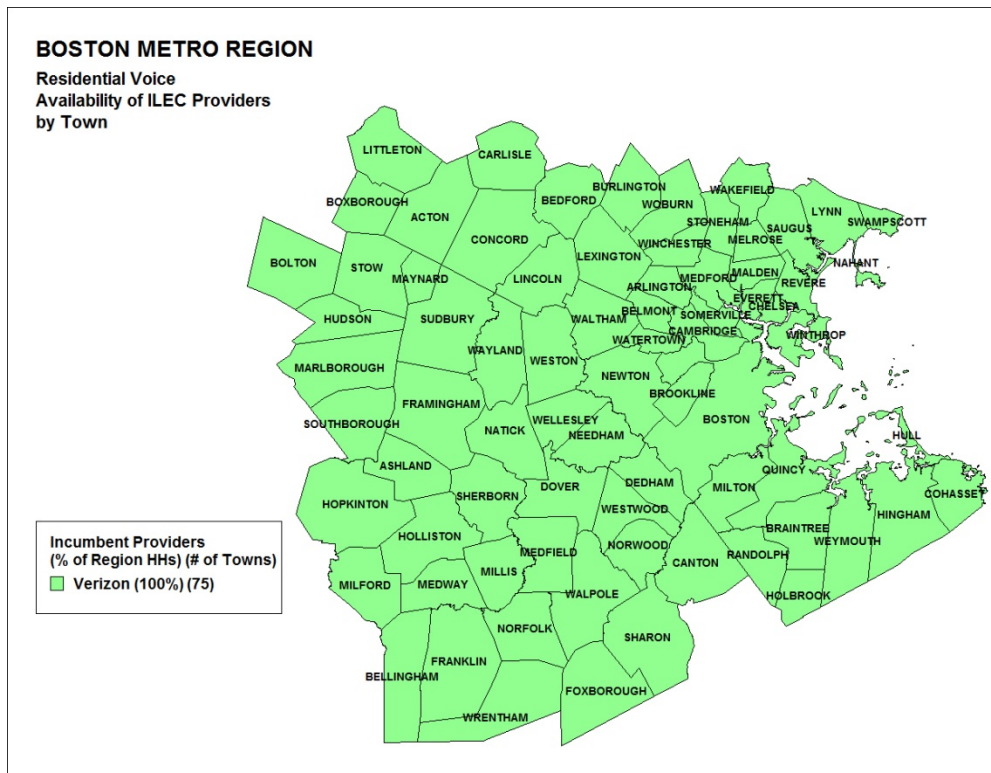


## Boston Metro

### I. Residential Voice

**Figure BM-1: Availability of ILEC Voice Providers, by Town, December 2008**



**Figure BM-2: Availability of Cable Voice Providers, by Town, December 2008**

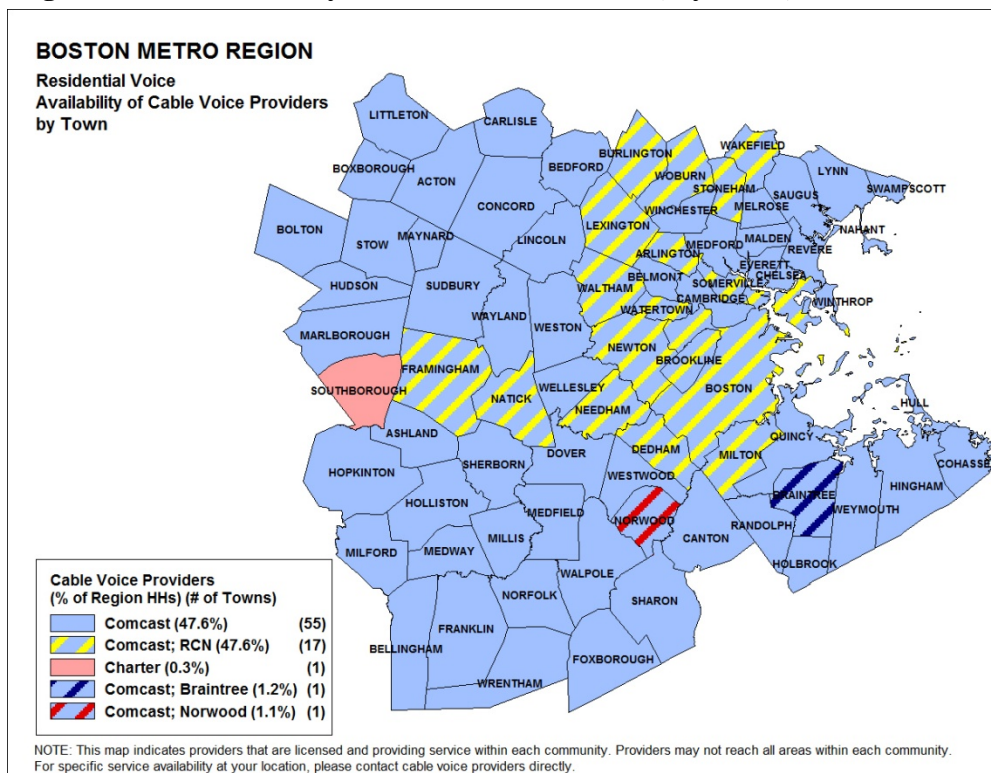


Figure BM-3: Market Shares for Residential Wireline Voice, by Platform, December 2008

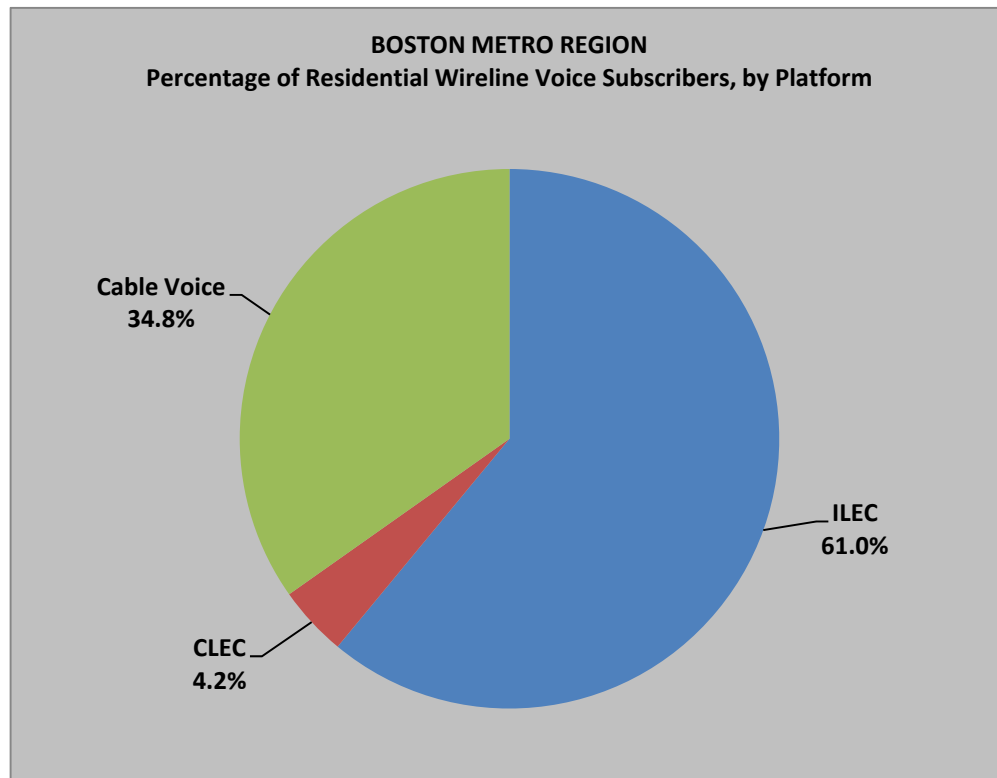


Figure BM-4: Verizon's Average Annual Trouble Reports, 2005-2008

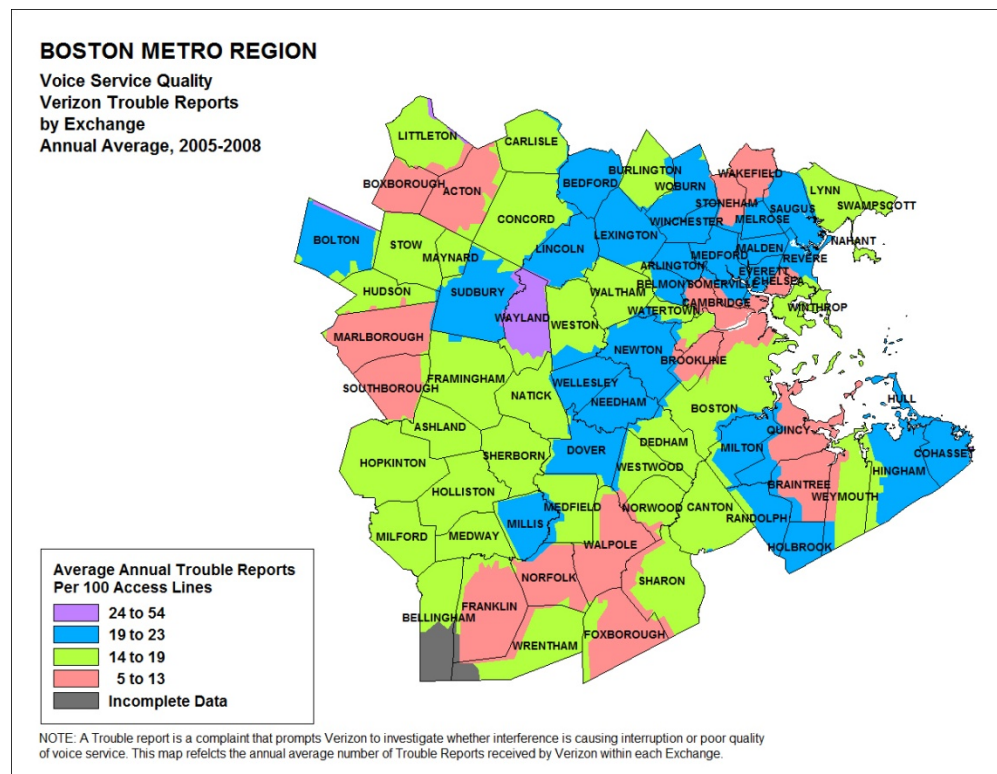
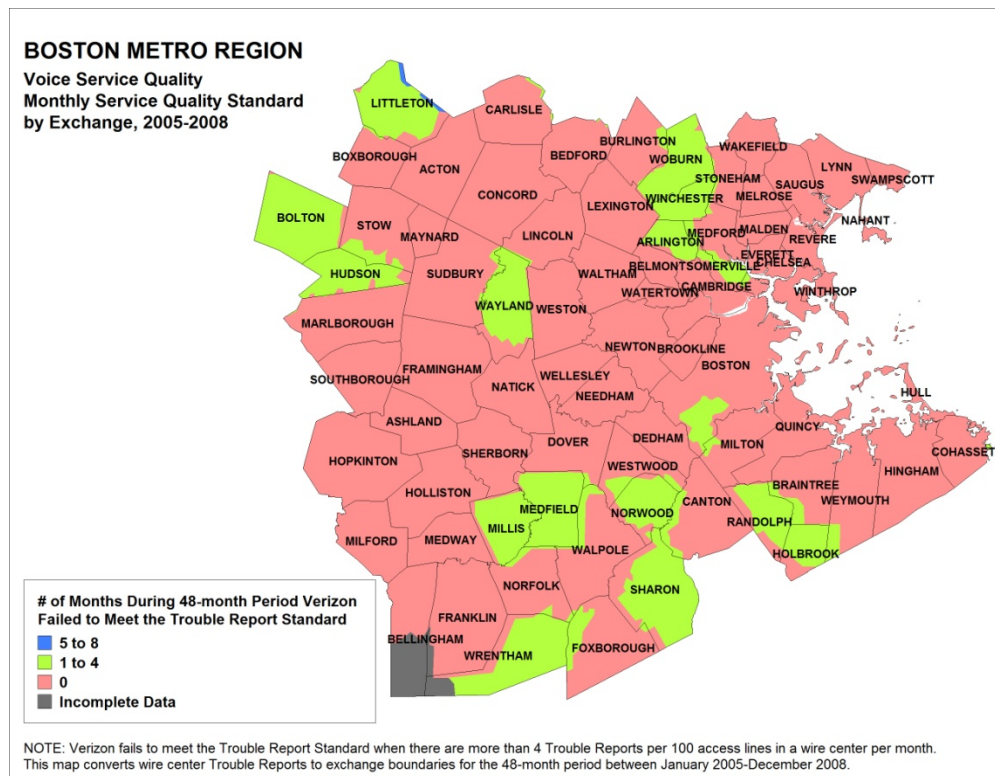


Figure BM-5: Verizon's Monthly Service Quality Standard, 2005-2008



## II. Business Voice

Figure BM-6: Business Voice Provision by Number of CLEC Providers, December 2007

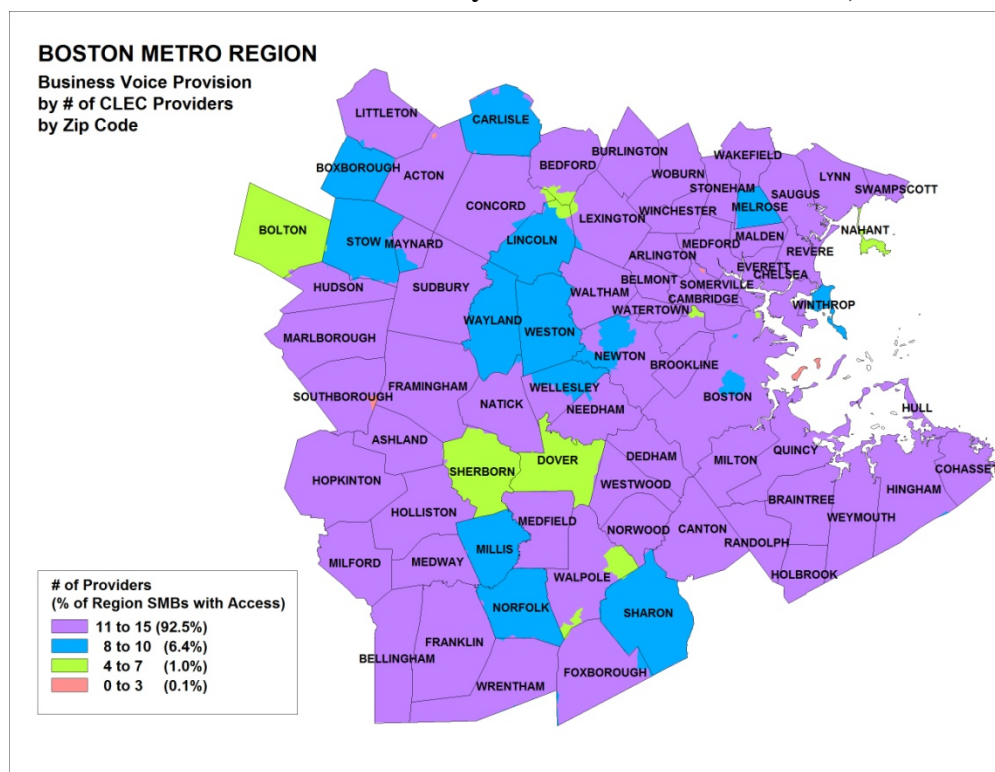




Figure BM-7: Business Voice Provision by Number of Resale Providers, December 2007

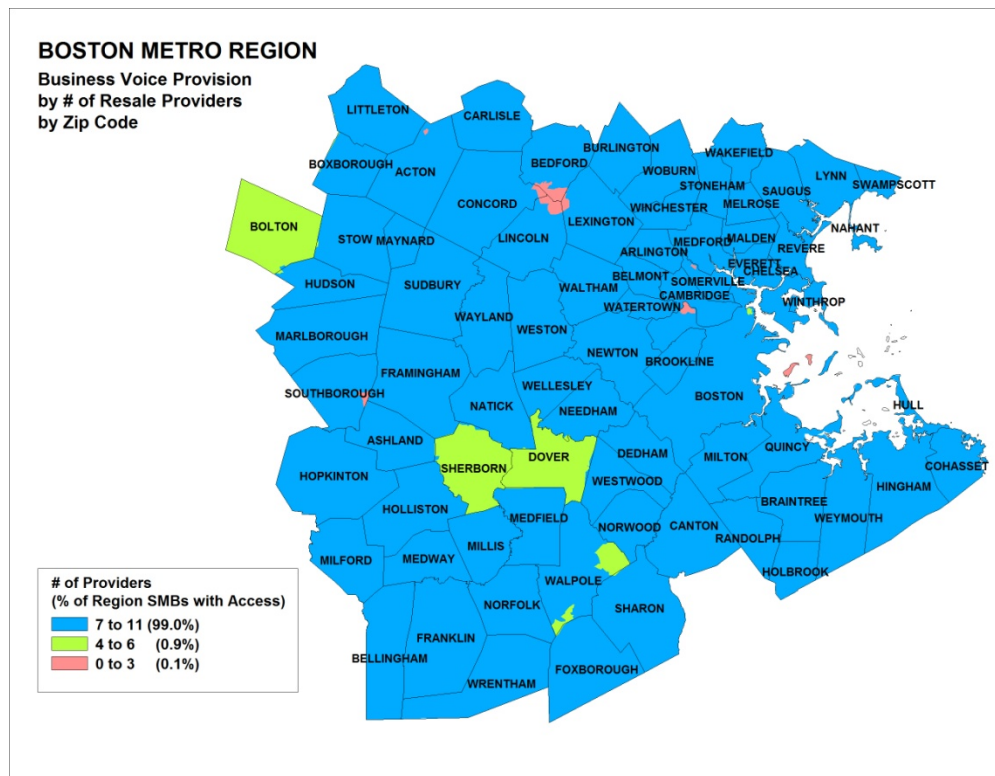
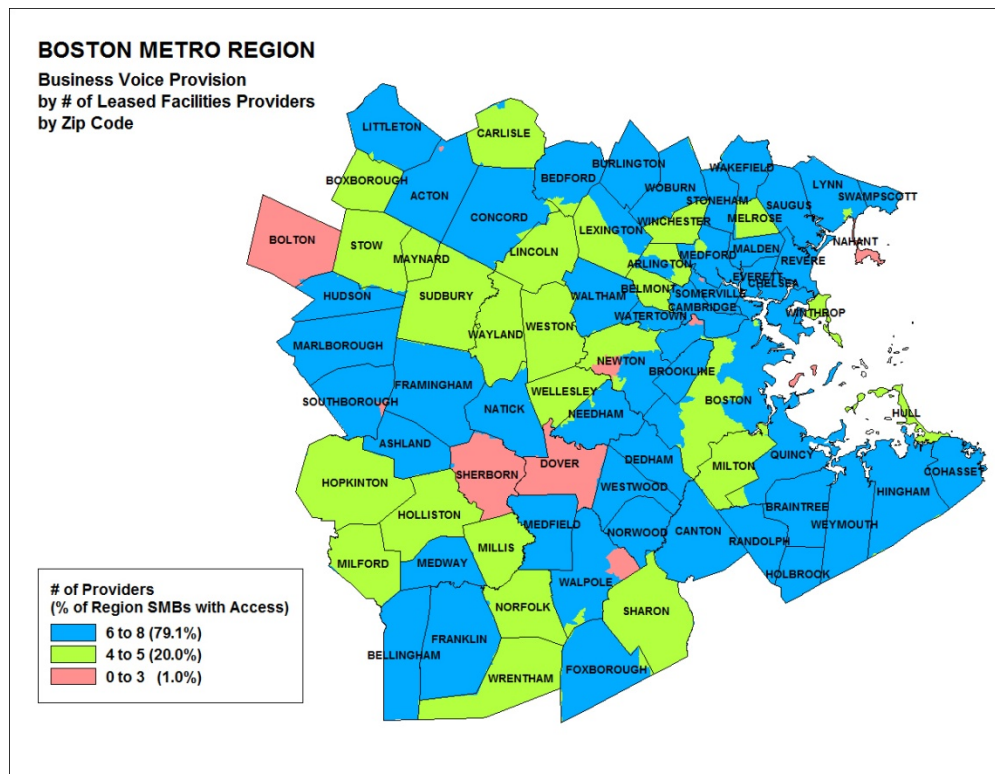
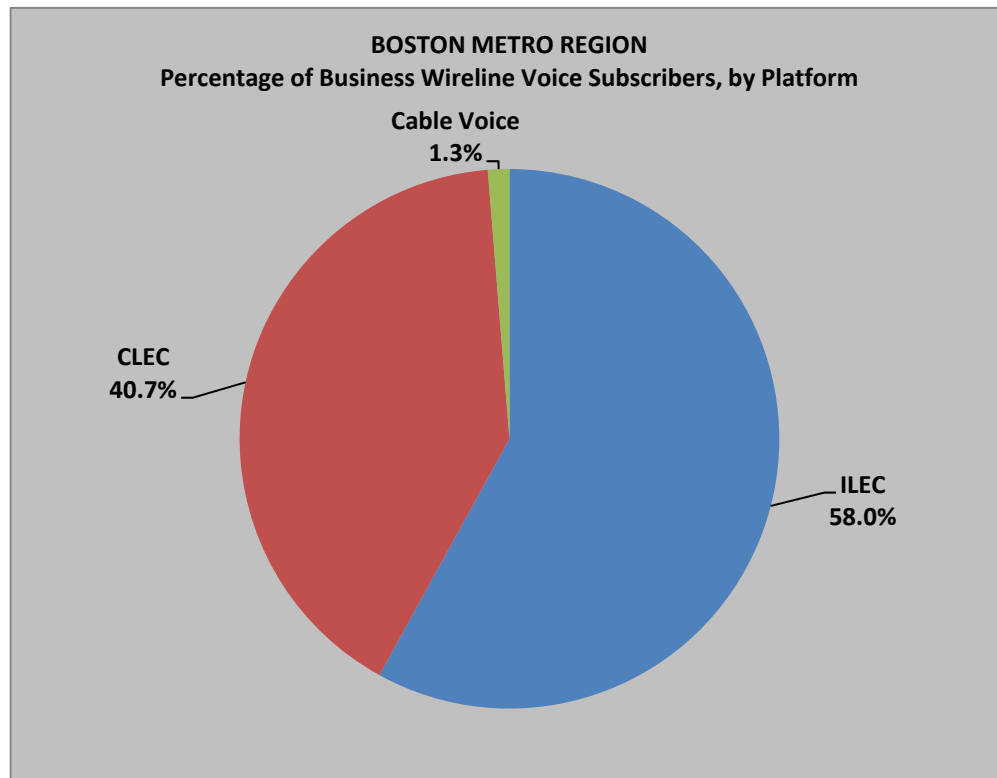


Figure BM-8: Business Voice Provision by Number of Leased Facilities Providers, December 2007



**Figure BM-9: Market Shares for Business Voice Services by Platform, December 2008**

### III. Wireless Voice

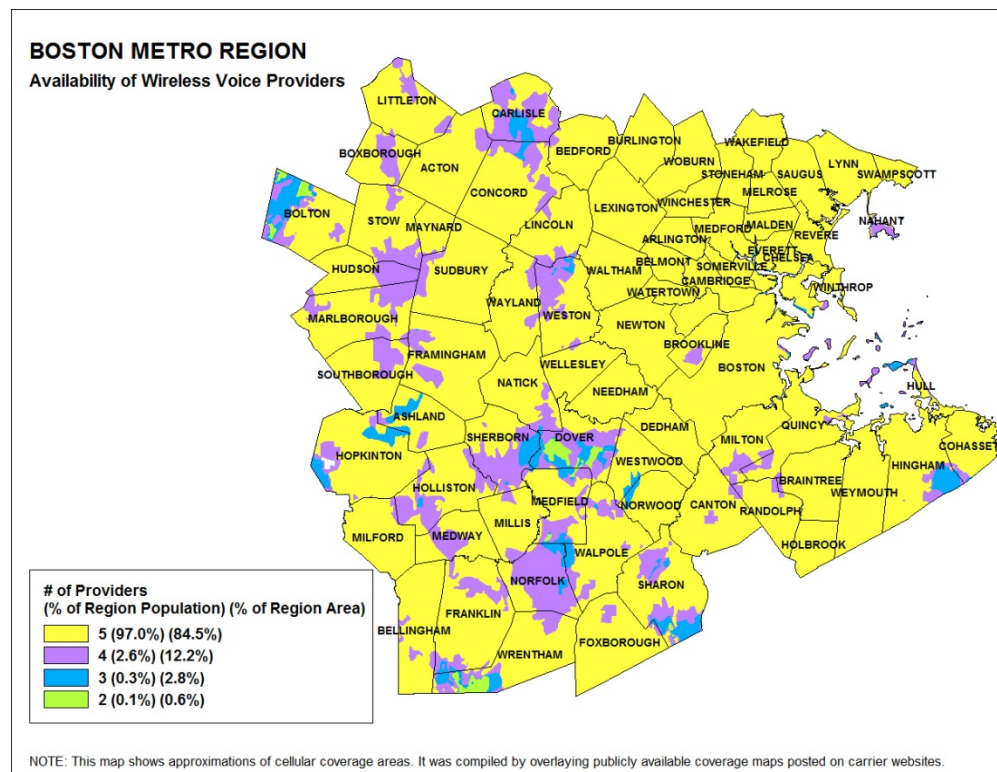
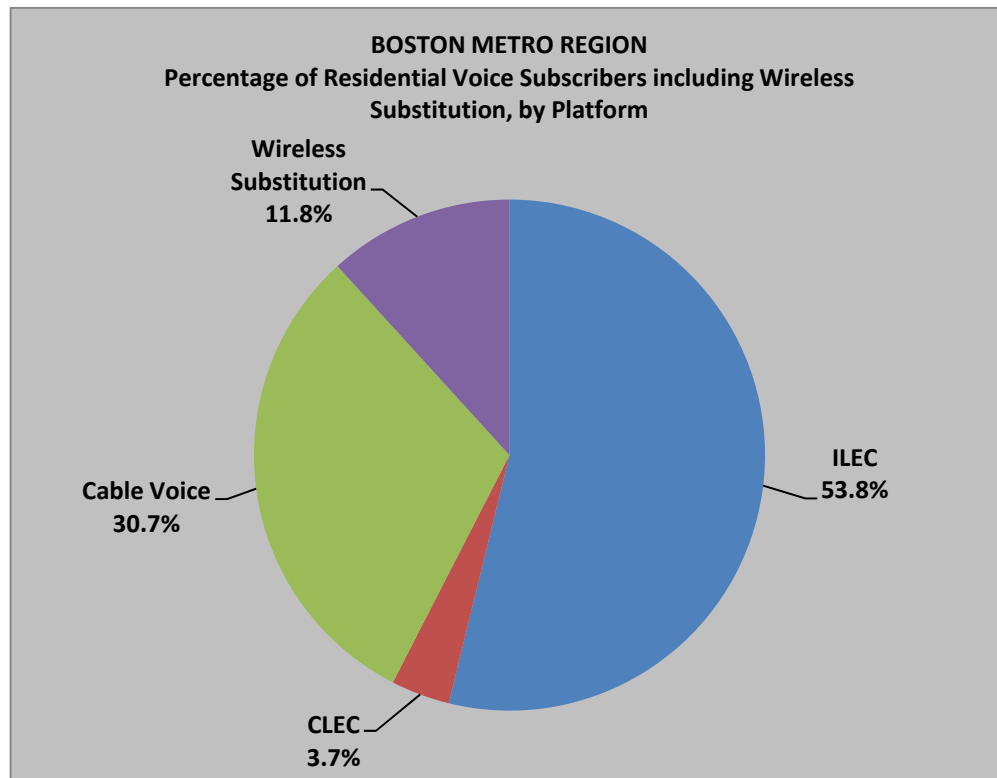
**Figure BM-10: Availability of Wireless Voice by Number of Providers, December 2008**

Figure BM-11: Market Shares for Residential Voice Services Including Wireless Substitution, December 2008



#### IV. Cable Video

Figure BM-12: Incumbent Cable Video Service Providers, 2008

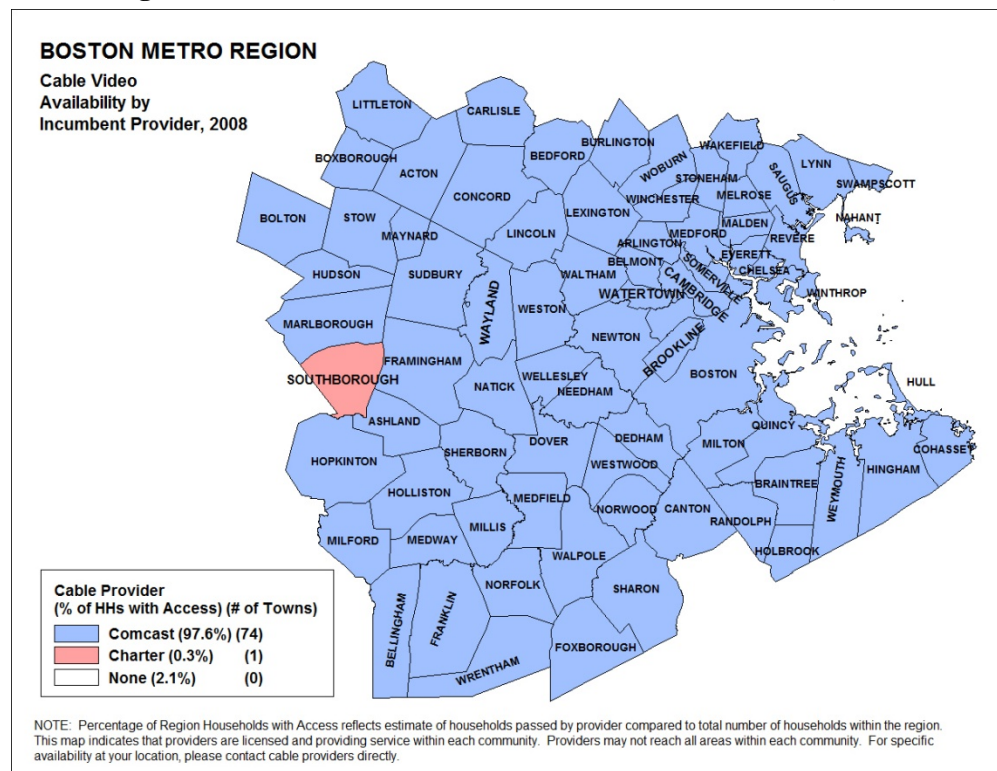


Figure BM-13: Percentage of Households Passed by the Incumbent Cable Provider, 2008

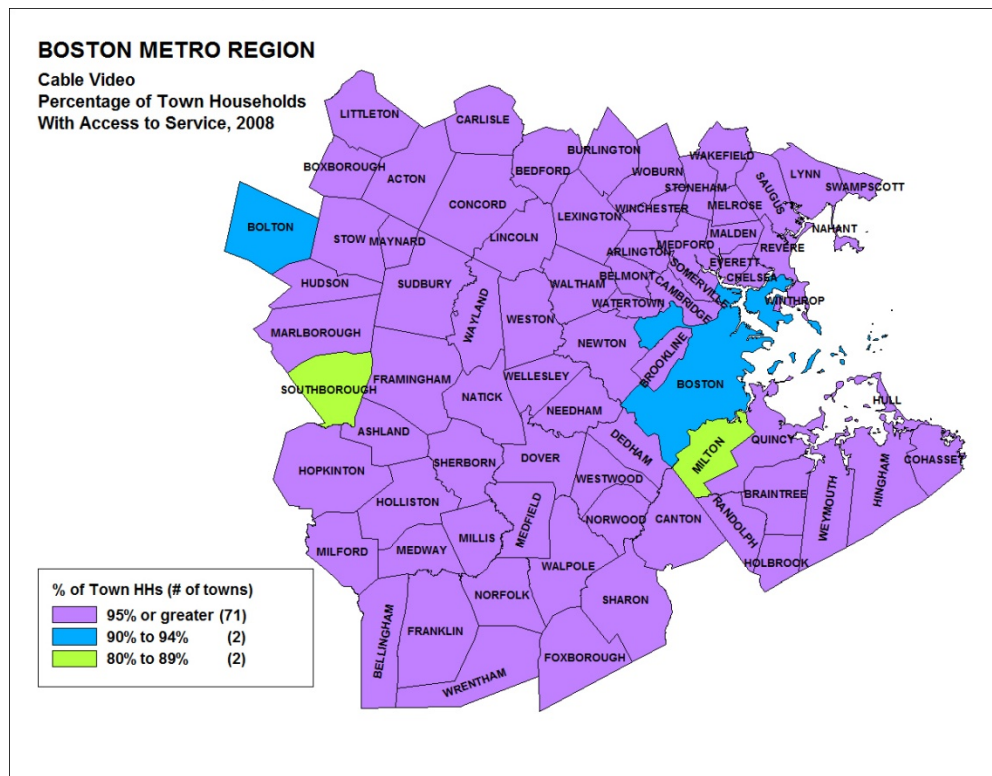


Figure BM-14: Active Cable Video Service Providers, December 2007

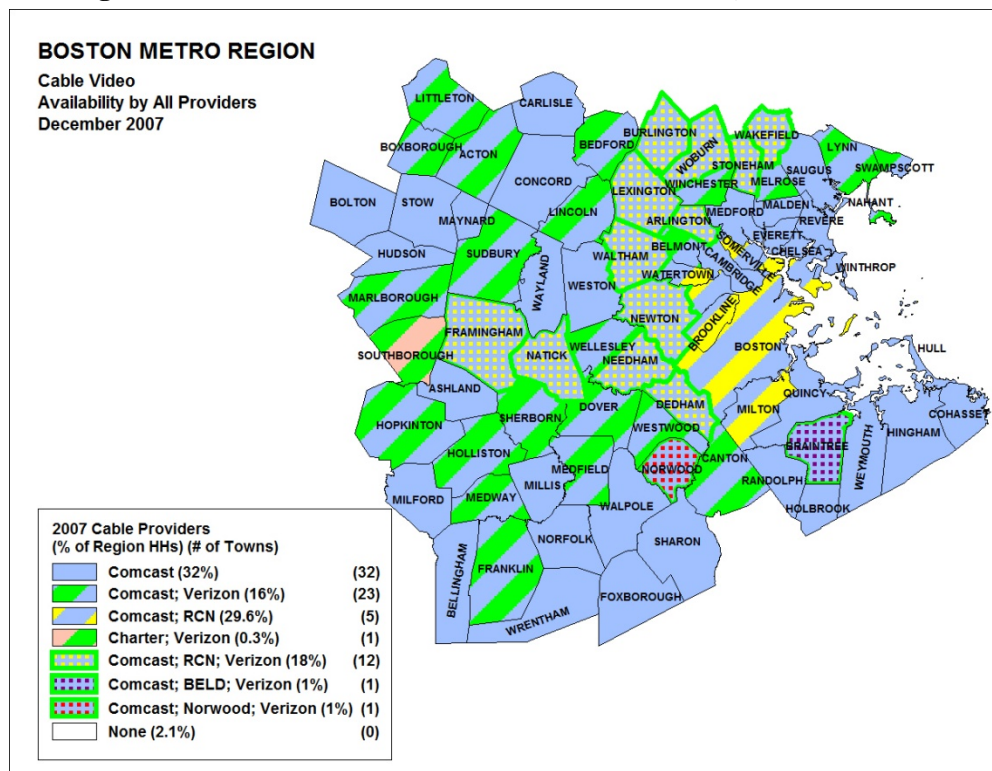




Figure BM-15: Active Cable Video Service Providers, December 2008

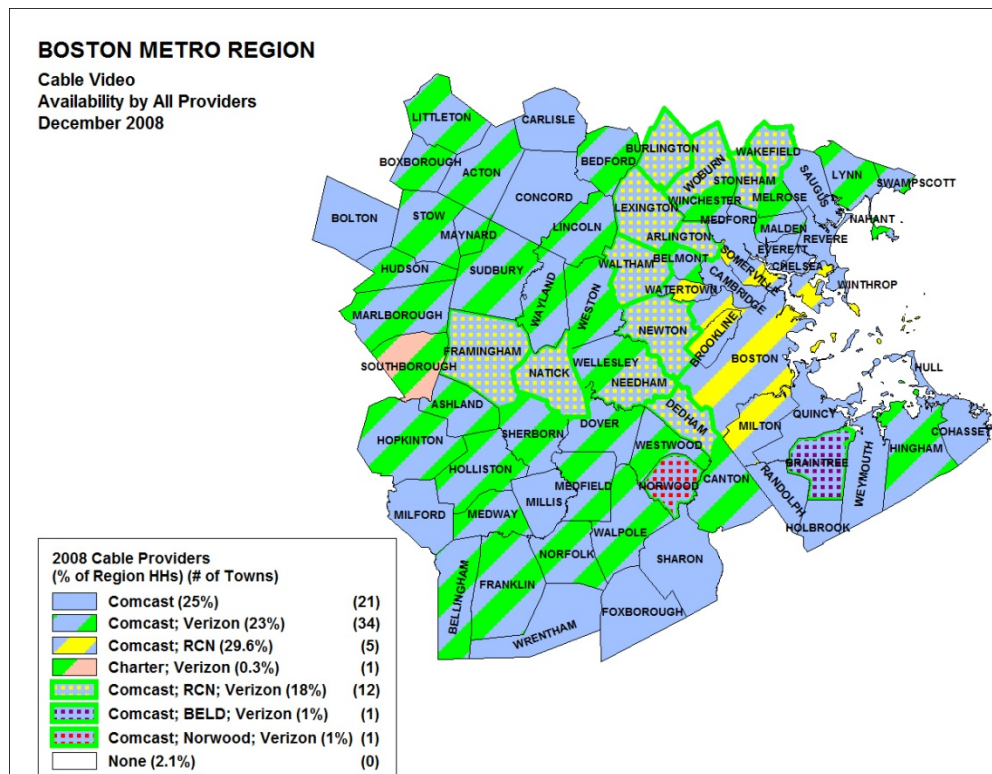


Figure BM-16: Active Cable Video Service Providers, June 2009

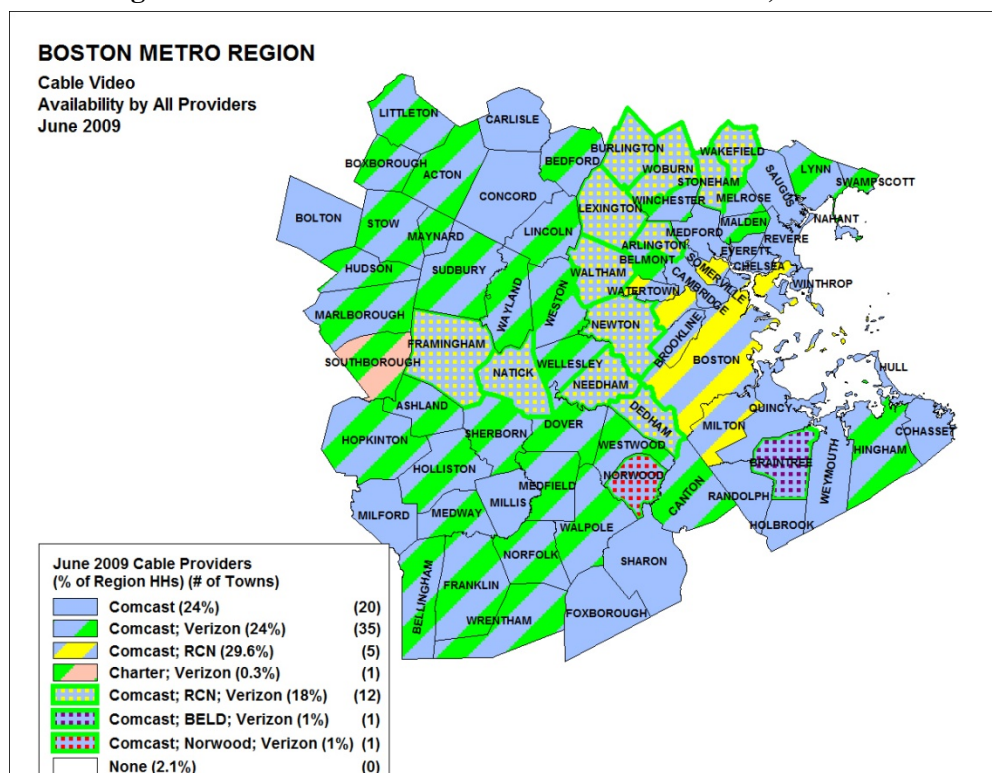




Figure BM-17: Cable Video Subscribers, by Provider, 2005-2008

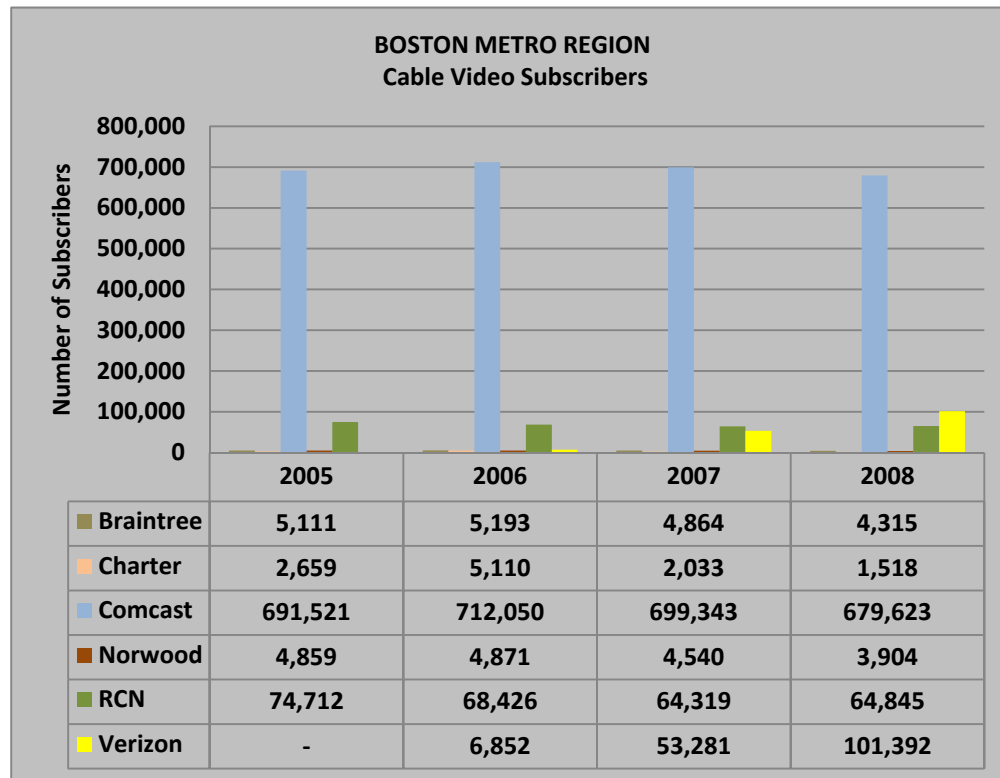


Figure BM-18: Incumbent Cable Video Provider Complaints, 2005-2008

